**TAYLOR GURNEY  
COMPLAINTS HANDLING PROCEDURE**

**Taylor Gurney** aims to provide the highest standards of service to all clients, but to ensure that your interests are safeguarded, we offer a complaints procedure:

If you believe you have a grievance with Taylor Gurney, please write in the first instance to Samantha Gurney, Director at Taylor Gurney Estate Agents, The Old Shop, The Cross, Eastry, Kent CT13 0HG or via email to [info@taylorgurney.co.uk](mailto:info@taylorgurney.co.uk)

The grievance will be acknowledged immediately, investigated thoroughly in accordance with established “in-house” procedures and a reply sent to the complainant within ten working days of receipt of the letter.

If the complainant is dissatisfied with the result of the internal investigation and would like any action or decision reviewed please contact: Samantha Gurney, Director at Taylor Gurney Estate Agents, The Old Shop, The Cross, Eastry, Kent CT13 0HG or via email to [info@taylorgurney.co.uk](mailto:info@taylorgurney.co.uk)

Following the conclusion of our in-house review we will write to you with a final written statement.

If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to The Property Redress Scheme at Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH within a 12-month period. Telephone (Monday to Friday) 0333 321 9418 or Email [info@theprs.co.uk](mailto:info@theprs.co.uk)